

SETTING QUALITY OBJECTIVES

“Creating and Documenting a Quality Management System”



What is this player's objective?

How will he know when he's reached it?

How does he know if he maintains it?

How does this apply to a QMS?

QUALITY OBJECTIVES:

- Are unique to each organization
- Are consistent with and support the Quality Policy
- Cover the quality system itself as well as the product produced or the service provided
- Must be measurable
- Can be monitored for consistency and improvement
- Can be changed over time based on Management Review